

EFFECTIVE

April 1, 2008.

SUBJECTS**1) Bridges
References****ERM 103, 208, 401**

References to Bridges are added to policy.

Reason:

**2) Application
Processing****ERM 103, 306**

Reason: Preparation for Bridges.

- The DHS-1010, Redetermination, is added as an acceptable alternative to the DHS-1171, Assistance Application.
- To coincide with Bridges terminology, for burials, the deceased is now considered the applicant. The application must be filed by an authorized representative. ERM 306 provides a list of acceptable authorized representatives.
- Clarification has been added regarding the DHS-1514, State Emergency Relief Application. Emailed and scanned applications are not acceptable.
- The Bridges SER budget will be stored electronically. Therefore, a copy of the budget does not have to be placed in the case record for any office that has converted to Bridges. All non-converted offices must continue to place a signed and dated copy of the SER budget in the SER case packet.
- The deadline for clients to provide verifications is clarified. In the event that the application is not processed on the application date, the client must still be allowed eight days to provide verifications. The deadline is then eight days from the date the verifications are requested. This does not change the Standard of Promptness date.

- Clarification is added regarding the verification of identity. Verification sources are also added.

3) Verification Sources

ERM 103, 201, 204, 205, 206, 301, 302, 303, 304, 305

Verification sources are added to several items.

Reason: Consistency with other programs and preparation for Bridges.

4) Group Composition

ERM 201

Excluded group member policy now states:

- Renters may be excluded if they live with the SER group, provided a fair market rental rate is paid, not just charged. The rental income is included in determining the SER group's eligibility.
- A person physically present in the home who claims and verifies that they do not have any responsibility for meeting household emergencies is excluded.

Reason: Compliance with rules.

5) Citizenship

ERM 202

Amerasian is added as an acceptable qualified alien status.

Reason: Consistency with other programs and in preparation for Bridges.

6) Potential Resources

ERM 203

Clarification is added to the requirement that clients must apply for departmental programs that would provide cash benefits. The exception now states:

Exception: Local offices may choose to waive the requirement to apply for FIP, SDA, RAP, or CDC programs if the group would obviously not be eligible. Groups should still be encouraged to apply for all benefits for which they qualify.

Examples of when this could occur include a group with excess income for the program, a penalty that cannot be lifted, etc.

Reason: Clarification and simplification.

7) Client-Caused Emergencies

ERM 204

A client-caused emergency is when:

- Verification sources are added for required payments and unusual employment expenses.

Reason: Clarification and in preparation for Bridges.

8) Assets

ERM 205

Policy is rearranged for clarity. **Read the item in its entirety.**

Additional examples of assets are added.

Verification sources are added.

Reason: Clarification and in preparation for Bridges.

9) Income

ERM 206

Policy is rewritten for clarity. **Read the item in its entirety.**

Examples of unearned income and excluded income are updated.

The income expenses section is updated.

Reason: Clarity and preparation for Bridges.

**10) Budget
Procedures****ERM 208**

Policy is rearranged for clarity. **Read the item in its entirety.**

Reason: Clarity.

**11) Energy
Services****ERM 301**

Reason: Cost savings.

The following changes are made in this item:

- Policy is rearranged and rewritten for clarity.
- References to Energy Direct are removed.
- Clarification is added stipulating that payments for current charges on energy bills are not allowed.
- Verification sources for required payments are added.
- Instructions for use of the DTE Web site are added.
- Categorical eligibility is changed as follows:
 - All SER group members must be active on the applicant's FIP, FAP or SSI case.
 - The name on the energy account bill must match the adult case grantee name or the grantee's spouse's name. The spouse must be active on the grantee's case.
 - An SER budget is required.
 - References to members who are not active on the FIP, FAP or SSI case have been removed. A case is not categorically eligible unless everyone in the group is on the applicant's FIP, FAP or SSI case.
 - There is no income determination since all members must be active on the FIP, FAP or SSI case. Income has

already been determined for the group and having an active FIP, FAP or SSI case meets federal poverty limits.

- Vendor payments for FIP clients are not required.

12) Services Not Covered

ERM 301, 302

Additional energy/utility services not covered have been added:

- Back rent when the client has a judgement which includes money owed on a heat/electric/utility bill. This is considered a relocation service, not an energy/utility service.

Example: A client has requested payment for eviction which includes money owed on a heat/electric/utility bill. The landlord has paid the bill up to date with the provider, but the client has not paid the landlord for the heat/electric/utility, which is part of the rental agreement. The heat/electric/utility payment would be included as part of the total amount needed to prevent eviction.

- Payments to billing service/collection agencies.

13) Utility Services

ERM 302

Clarification is added to indicate:

- SER cannot be used to make required payments.
- Unmet required payments cannot be waived.

Verification sources are added.

Reason: Clarification.

14) Relocation Services

ERM 303

Required payments are added to the Verification Sources section.

Reason: Consistency with other programs and in preparation for Bridges.

**15) Home
Ownership
Services and
Home Repairs**

ERM 304

Reference to Life Lease is removed.

The section on home repairs now provides a list of the most common types of home repairs allowed.

Clarification is added regarding required payments. Property tax and home repair requests are exempt from the client-caused provision in ERM 204.

The energy efficiency for furnaces is changed to allow for higher rated condensing models.

Additional verification sources are added.

Reason: Compliance with rules, clarification and in preparation for Bridges.

16) Food

ERM 305

This item is rewritten for clarity. Verification sources are added.

17) Burials

ERM 306

The asset section in this item is rearranged for easier reading.

Clarification is added that local payment issuances are not to be paid to enrolled burial service providers. Payments can only be made through the DHS-849 process.

Reason: Clarification and preparation for Bridges.

18) Payments**ERM 401**

Clarification is added to indicate that an SER payment must not be authorized before a service is provided or before an SER group has made their required copayment, contribution or shortfall payment. A link is added for burial policy regarding the payment of copayments and contributions.

Until Bridges is operational, a copy of the SER application registration with disposition date must be placed in the SER packet in the case record.

Sales tax on deliverable fuels is included in the payment for deliveries made without prior written authorization by DHS.

Reason: Clarification and in preparation for Bridges.

**19) Reference
Guide****ERM 402 (new)**

ERM 402 is added with links to all tables and charts used by the SER program, including the SER Quick Reference desk aid, available only to DHS staff.

Reason: Request of local office staff.

20) Legal Base

Legal base has been added to each item.

**MANUAL
MAINTENANCE
INSTRUCTIONS**

Added Items ...

ERM 402

Changed Items (content changes) ...

ERG GLOSSARY

ERM 103

ERM 201

ERM 202

ERM 203

ERM 204

ERM 205

ERM 206

ERM 207

ERM 208

ERM 209

ERM 210

ERM 301

ERM 302

ERM 303

ERM 304

ERM 305

ERM 306

ERM 307

ERM 401

ERM 403

ERM 404